



UNITED STATES MARINE CORPS

MARINE CORPS BASE

PSC Box 20004

Camp Lejeune, North Carolina 28542-0004

BO 12451.3C

MCCS

5 MAY 2000

BASE ORDER 12451.3C

From: Commanding General

To: Distribution List

Subj: INCENTIVE AWARDS FOR NONAPPROPRIATED FUND EMPLOYEES

Ref: (a) SECNAVINST 5300.22B

(b) MCO 12000.11

(c) MCO 12451.2

(d) Title 5 United States Code

Encl: (1) Special Achievement Awards

1. Purpose. To establish policies, procedures and responsibilities for administration of the Incentive Awards Program for Nonappropriated Fund (NAF) employees of the organizations serviced by the MCCS Human Resources Division as authorized under the provisions of reference (a) through (d).

2. Cancellation. BO 12451.3B.

3. Summary of Revision. This Order has been completely revised and should be reviewed in its entirety.

4. Background

a. Implementing Instructions. Reference (a) provides implementing instructions to permit establishment of Employee Incentive Awards Programs for Nonappropriated Fund Instrumentalities (NAFI's). Reference (b) authorizes the implementation of Incentive Awards Programs for NAFI employees by Marine Corps Base Commanders to the extent feasible, and within resources, for the purpose of recognizing deserving employees through the medium of appropriate awards. Reference (c) provides information and procedures for the administration of the Department of the Navy (DON) Incentive Awards Program. The part of reference (d) that allows for the granting of time-off from duty, without loss of pay or charge to leave, as an Incentive Award has been administratively extended to Marine Corps Nonappropriated Fund employees.

b. Incentive Awards Program. The Incentive Awards Program consist of monetary, honorary, and Special Achievement Awards, as outlined in the enclosure. It is designed to motivate employees to increase productivity and creativity by rewarding those whose performance is substantially above normal job requirements and standards.

5. Policy. It is the policy of this Command to improve government productivity and services by fully supporting the Incentive Awards Program for NAFI employees. NAFI employees may be awarded individually or in groups for performance above that normally required, or for suggestions. The Incentive Awards Program will be administered as an integral part of the personnel program for NAFI employees and action will be taken on a continuing basis to promote full understanding of and participation in the program.

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6. Incentive Awards. Incentive awards may be any of the following:

a. Salary Increase. These increases can be given to Nonappropriated Fund (NF) employees at any time.

b. Cash on a One-Time Basis. These increases can be given to NAFI employees at any time and are one-time lump sum cash awards based on performance.

c. Time-Off Award. This award can be given to any NAFI employee for high quality contributions, displaying special initiative and skill, making improvements to a product, activity, program, service, or successfully completing additional work.

d. United States Marine Corps Certificate of Commendation. This award may be signed by the Commanding General, Marine Corps Base, Camp Lejeune, and presented to the employee(s) by the appropriate NAFI Head or designee when the service rendered is of a degree that merits recognition.

e. Letters of Commendation or Appreciation. These letters may be awarded for individual or group achievement above that required in the day-to-day performance of duty.

f. Certificate of Appreciation. These certificates may be awarded to an employee or group of employees in recognition of a special act or service. Blank certificates are available from the MCCS Human Resources Office upon request and should be completed by the division issuing the award. Copies of these awards should be forwarded to the MCCS Human Resources Office for inclusion in the employee's Official Personnel Folder.

g. On-the-Spot-Awards. These awards are small, immediate special act awards designed to quickly reward extra work efforts or one-time achievements. On-the-Spot awards up to \$50 may be in the form of an MCCS Gift Certificate for authorized patrons.

h. Length of Service Awards. These are honorary awards that recognize the completion of 5, 10, 20, 30, and 40 years of service by a NAFI employee.

i. Distinguished Civilian Service Awards. This award is approved by the Secretary of the Navy for extraordinary service or a contribution of major significance to the DON including demonstration of great courage at personal risk.

j. Superior Civilian Service Award. This award is approved by the Commandant of the Marine Corps upon recommendation of the Marine Corps Incentive Awards Board for superior service or a contribution of major significance to the Marine Corps.

k. Meritorious Civilian Service Award. This award is approved by the Commanding General for meritorious service or contributions resulting in high value and/or benefits to the Marine Corps.

7. Responsibilities. The task of supporting and promoting the Incentive Awards Program is the joint responsibility of management officials and supervisors at every level. It is imperative that management officials and supervisors be familiar with the provisions of this Order and to ensure appropriate awards and recognition for all personnel. The following specific responsibilities are assigned:

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a. MCCS Human Resources Director. Provides oversight of the Incentive Awards Program, is assigned general administrative responsibility for the program, and is authorized to sign by direction of the appropriate NAFI Head replies to inquiries relative to disapproved awards and reports. The MCCS Human Resources Director will provide leadership and ensure program effectiveness, review results to identify weaknesses and take corrective action, and assign an Administrator for the Incentive Awards Program.

b. Administrator, Incentive Awards Program. The Administrator maintains general jurisdiction over the program, promotes, and develops the program to serve the needs of the NAFI, coordinates the program with the training program and other programs, provides guidance and assistance to management officials and employees, and reviews all award cases to ensure consistent and equitable evaluations, appraisals, and awards.

c. Division Directors. The division directors are responsible for supporting the Incentive Awards Program and insuring managers and supervisors under their cognizance support the program. Division directors nominate and select employees for the Unsung Hero and Team Achievement Awards.

d. Management Responsibility. Supervisors will encourage and motivate employees to improve performance, and recommend appropriate awards for those employees whose performance has substantially exceeded job requirements.

8. Delegation of Authority

a. Authority to Approve/Disapprove Monetary Awards. This authority is delegated to the individual division head. Authority to approve/disapprove monetary performance awards may not be redelegated without the prior written approval of the NAFI Head. Authority to grant other monetary awards may be redelegated to subordinate supervisors by the division head.

b. Authority to Grant Time-Off Awards. This authority is delegated to the division directors and may be further delegated at the discretion of the NAFI Head.

c. Acting Authority. The authority outlined in subparagraphs 7a and 7b above may be exercised by an official "Acting" in the absence of the official to whom the respective authority has been delegated, but it may not be exercised "By direction."

9. Funding. Cost of Special Achievement and Performance Awards. The cost of these awards, approved by the division director, is financed by the employing division. Request for gift certificates should be made directly to the Director, Operations Division. Cash awards will be paid through the NAF Payroll System. Certificate of Appreciation forms are available upon request from the MCCS Human Resources Division.

10. Information. Additional information and assistance may be obtained by contacting the Administrator, Incentive Awards Program, MCCS Human Resources Office, extension 451-1884.

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11. Action. All organizations served by the MCCS Human Resources Division shall comply with the instructions contained herein. NAFI Heads will ensure that all subordinate managers and supervisors (military and civilian) are thoroughly familiar with the contents of this Order and that the Order is made available to employees upon request.


J. E. SCHLEINING
Chief of Staff

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SPECIAL ACHIEVEMENT AWARDS

1. Monetary Performance Awards. Employees who consistently perform in a steadfast manner sometimes fail to receive recognition for their efforts. To ensure such employees are recognized for their exceptional work performance, monetary performance awards are authorized. These awards always involve cash (lump sum or a salary increase). Certificates for monetary awards may be obtained through the Marketing Division.

a. Performance Award. This type of performance award may be given to a Nonappropriated Fund employee whose performance is rated "Satisfactory" or better on their Performance Appraisal Report or at any time when management deems it appropriate.

b. Salary Increase. This type of performance award may be given to a Nonappropriated Fund (NF) employee at any time and for any amount up to 10% of their current salary, within the classification level, for exceptional work performance.

2. Other Monetary Awards. Monetary Awards are given to employees for a single contribution or accomplishment which may or may not be related, or may be awarded to a contractor or member of the public who has made a significant contribution to the mission of the organization, program or command. These awards may be in the form of cash, a gift certificate, or other medium deemed appropriate. Cash on a one-time basis will be paid promptly after approval and shall not exceed 10% of the employees salary. Denial of a monetary award is not appealable or grievable.

a. Special Act Award. This type of award may be given to any employee for individual or group recognition of a non-recurring contribution, either within or outside the normal job responsibilities, such as an exemplary accomplishment, scientific achievement or act of heroism. The amount of the award will be based on the significance of the special act. The maximum award for a tangible benefit will be \$500.00 or 10% of the first year's savings which ever is smaller. When the act results in an intangible benefit, the amount of the award will be determined by the NAFI Head, but will not exceed \$500.00.

b. On-the-Spot Award. These awards may be given to any employee and is a small, immediate special act award designed to quickly reward extra work efforts or one-time achievements. On-the-Spot Awards may be in the form of an MCCA gift certificate, a certificate for a free lunch, car wash or etc.

c. Customer Service Awards. These awards may be given to an employee or group of employees who distinguish themselves through interaction with co-workers, vendors, or staff members of the NAFI in making it a better place to work. Customer Service Awards may consist of a certificate, MCCA gift certificate, or cash.

(1) Unsung Hero Award. This monthly award recognizes an employee who has distinguished themselves during previous month by providing outstanding customer service to an internal customer or an external customer. The award consists of a Certificate of Appreciation and a \$100 gift certificate. If the recipient is a Civil Service employee, time-off-with-pay is substituted for the

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gift certificate. Nominees for this award come from, and are selected by, the division directors.

(2) Team Achievement Award. This award is presented quarterly to a group of employees that have demonstrated exceptional customer service as a team. This award consists of a plaque for each employee and a traveling plaque for the team.

d. Time-Off Awards. These awards may be given to any employee in recognition of superior accomplishment or other personal efforts that contribute to the quality, efficiency, or economy of a government operation. An employee may be granted a maximum of 40 hours of time off from duty as an incentive award for any single contribution. The total amount of time off an employee may be granted during any one leave year, however, is 80 hours. A time-off award must normally be scheduled and used within 120 days after the date the award is granted. Timecards for the period of a time-off award should be noted "incentive award" and pay code "IA" entered on the card.

3. Honorary Awards (Non-monetary)

a. Honorary Awards are designed to recognize a specific kind of contribution and may range from Marine Corps wide to government wide. Non-monetary Awards may also be used to recognize specific employee accomplishments. These awards may include medals, certificates, and pins carrying an honorary award connotation. Other Non-monetary Awards include:

(1) Certificates of Commendation, Letters of Commendation, Letters of Appreciation, and Certificates of Appreciation. These may be presented at any time to an employee, group of employees or supervisor for performance for which a monetary award is not warranted, for any particular act or project, special contribution or any situation which warrants honorary recognition. Certificates of Commendation may be signed by the following officials: Commanding General, Chief of Staff, or the individual NAFI Heads. Certificates of Appreciation may be signed by the NAFI Head or division director. Copies of these certificates should be forwarded to the MCCS Human Resources Office for inclusion in the employees Official Personnel Folder (OPF).

(2) Sick Leave Accrual Awards. These certificates are presented to employees in recognition of significant hours of accrued sick leave. Certificates are presented for accrual of 500, 1,000, 1,500, 2,000, 2,500, and 3,000 hours of sick leave.

(3) Length of Service Awards. Service Awards shall be issued to recognize the completion of 5, 10, 20, 30, and 40 years of service by a NAFI employee as follows:

Ten Years	Certificate of Appreciation, signed by the Head of the local NAFI and a lapel pin with the Marine Corps emblem inscribed with "Civilian Service" and the number 10.
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- Twenty Years Certificate of Appreciation, signed by the Commanding General, a lapel pin with the Marine Corps emblem inscribed with "Civilian Service" and the number 20, and a chrome ball point pen.
- Thirty Years Certificate of Appreciation, signed by the Commandant of the Marine Corps, a lapel pin with the Marine Corps emblem inscribed with "Civilian Service" and a chrome pen and pencil set.
- Forty Years A plaque containing the Marine Corps emblem with an appropriate inscription of appreciation, a lapel pin and a brushed brass key chain.

(4) Retirement Awards. This is a standard commendatory retirement certificate designed for signature by the Commanding General and recognizes all federal government employment.

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a. Meritorious Civilian Service Award. This award is approved by the Commanding General for meritorious service or contributions resulting in high value and/or benefits to the Marine Corps. The blank certificates for this award are provided by the Commandant of the Marine Corps (CMC) and are available from the Administrator, Incentive Awards Program upon request. Also available for presentation with this award is a Department of the Navy (DON) medal set. These are not intended for use as retirement or "farewell" testimonials. Other awards listed in this Order are more appropriate such as the Retirement Award, Certificate of Commendation or Certificate of Appreciation.

b. Distinguished Civilian Service Award. This award is approved by the Secretary of the Navy (SECNAV) for extraordinary service or a contribution of major significance to the DON including demonstration of great courage and personal risk. The award consists of a certificate signed by the SECNAV and a medal set. Recommendations for this award are reviewed by the Marine Corps Incentive Awards Board prior to forwarding to the SECNAV. Recommendations should be signed by the Commanding General (not by direction) and forwarded to CMC in the format outlined in Appendix B.

c. Superior Civilian Service Award. This award is approved by the CMC upon the recommendation of the Marine Corps Incentive Awards Board for superior service or a contribution of major significance to the Marine Corps. The award consists of a certificate signed by the CMC and a medal set. Recommendations for this award should be endorsed by the Commanding General (not by direction) in the format outlined in Appendix B and sent to CMC. An original and five copies are required. Response to the award recommendation will take approximately two months. The Superior Civilian Service Award is not to be granted in recognition of retirement. All recommendations for these awards will be reviewed by the Marine Corps Incentive Awards Board for appropriateness, eligibility and consistency.

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GUIDELINES FOR EVALUATION

1. The following guidelines will apply when a recommendation for a Special Act Award is being considered:

a. Determine, if possible, the dollar amount of the first year savings to the NAFI if applicable.

b. Determine, if possible, the dollar amount of the first year savings outside of the NAFI if applicable.

c. The degree of involvement of employee(s) nominated in creating the savings or in devising the dollar-savings procedure or method, or in creating good will through outstanding service, as applicable.

d. The degree to which the employee's contribution exceeds the requirements of the job.

e. The ingenuity reflected in the employee's contribution.

f. The degree to which the contribution of the employee(s) enhance the overall mission of the NAFI.

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FORMAT FOR NOMINATION

1. This format is to be used for nominating candidates for the Superior Civilian Service Award.
2. Brief resume, not to exceed one page, limited to the following data:
 - a. Employee's name, job title, and grade.
 - b. Description of employee's current job responsibilities.
 - c. Summary of federal and nonfederal employment.
 - d. Education.
 - e. Published papers, articles or books; inventions; participation in professional and civic organizations.
 - f. Awards received, including date and amount (if any).
3. Narrative justification for the award not to exceed two pages which shall include:
 - a. Area(s) of achievement upon which the nomination is based.
 - b. Scope and importance of mission, function, service, or task affected.
 - c. Extent of ingenuity, innovation, or dedication demonstrating initiatives which exceed job responsibilities.
 - d. Results achieved, including benefits to the Government and impact on the organization.
 - e. Citation to appear on the certificate which must:
 - (1) State the nominee's name exactly as it should appear on the certificate;
 - (2) State clearly, accurately, and in nontechnical language the reason for granting the award; and
 - (3) Meet the printing requirements of being typed in a space not to exceed 100 typewritten characters across the page and not to exceed eight lines in length.
4. An original and five copies of the resume and justification shall be addressed to:

Commandant of the Marine Corps
(Personal and Family Readiness)
Quantico, VA 221340

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5. The format to be used for nominating candidates for the Distinguished Civilian Service Award is the same as that described above except for the printing requirement of the citation. The citation for the Distinguished Civilian Service Award is to be typed in a space not to exceed 75 type-written characters across the page and not to exceed 12 lines in length.